



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

November 2, 2021

Mr. Richard Born, CEO
Aetna Better Health
2400 Veterans Memorial Blvd, Suite 200
Kenner, LA 70062

RE: Notice of Additional Monetary Penalty - Updating of Provider Directories

Dear Rick:

By Notice of Monetary Penalty dated September 29, 2021, Aetna Better Health (ABH) was notified of its failure to ensure accurate data is on file for all contracted providers. The contract between ABH and the Louisiana Department of Health (LDH) provides:

7.19. Provider Directory

7.19.1. The MCO shall maintain accurate provider directory data. LDH shall conduct periodic audits to verify the accuracy of the MCO's provider directory data. The MCO shall maintain an accuracy rate of at least 75%. The MCO will not be penalized if it can demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.

ABH's 2021 Quarter 2 results revealed a compliance score of 43.2%.

The violation warranted the assessment of monetary penalties in accordance with the following provision from the Table of Monetary Penalties in Section 20.3.3.:

Provider Directory	<p>Fifty thousand dollars (\$50,000.00) per audit conducted by LDH wherein the MCO is found to have not maintained an accuracy rate of at least 75% per audit period and does not demonstrate a minimum accuracy rate of 50% in conjunction with a two percentage point improvement from the prior audit period.</p> <p>One thousand dollars (\$1,000.00) per calendar day for failure to correct inaccurate provider directory data within 14 days of notification by LDH.</p>
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ABH was instructed to correct inaccurate data and submit documentation of the corrections by October 20, 2021. ABH did not submit the required documentation until October 22, 2021, but that documentation contained errors. Aetna was notified of these errors on October 26, 2021. Aetna corrected the errors and re-submitted fully accurate documentation on October 27, 2021. Because the initial submission was made two days late and corrections were submitted the day following notification, an additional penalty in the amount of \$3,000 will be retained from the next monthly capitation payment made to ABH.

Should you have any questions, please do not hesitate to contact me.

Sincerely,



Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Patrick Gillies
Dana Johnson
Whitney Martinez
Marisa Naquin
Kim Sullivan
Christina Wilson
AET2-51